

APPENDIX A

DOCUMENTS REVIEWED

DOCUMENT NAME	DOCUMENT DATE(S)
Citizen Technology Advisory Committee (CTAC) Update Memo	March 7, 2005
City Manager's Office Responsibilities Chart	No Date
Code Enforcement Optimization Study Presentation (Management Partners)	May 11, 2004
Code Enforcement Optimization Study Report (Management Partners)	May 11, 2004
CTAC - 6 Month Report	August 10, 2005
CTAC Minutes	Various Dates
Data Center Disaster Recovery - Draft Presentation	October 11, 2005
Data Request - Supplemental Technology-related Operational, Financial & Project Information	November-05
Department of Health and Human Services Preliminary Strategic Technology Plan	FY 2004
Department of Library Services - Technology Plan	FY 2005 - FY2008
e-Government Strategic Plan Executive Summary and Final Report (Gartner)	April 30, 2001
Focus on Results (FOR) Committee - Meeting Summary	October 20, 2005
Information Systems Master Plan (AEF Consulting)	August, 2003
Information Technology Standards	May, 2005
IT Optimization Study Electronic Survey	November-05
ITAC Agendas & Meeting Minutes	Various Dates
ITAC Proposal Guidelines/Process Flow	February 23, 2003
Land Management System Acquisition - City Manager Update	October 26, 2005
Letter to Honorable Mayor and City Council Recommending Hansen Information Technology Project Approval	November 15, 2005
Long Beach Server Inventory	April 20, 2005
Major Technology Project Request Form - Template	FY 2004
Memo of Understanding (MOU) - Service Agreement: All Departments Roll-up	FY 2005
Memo Update - Establishing CTAC (Established Fall 2004)	March 7, 2005
MOU Reconciliation for FY06	FY 2006
MOU Summaries of Rates for FY05	FY 2005
MOU Transmittal Letter for FY06	July 1, 2005
Promoting Long Beach as a Regional Technology Center	October 14, 2001
Proposed Three-Year Financial Strategic Plan (Fiscal Year 2004 Through 2006)	January 28, 2003
Radio Communication Strategic Plan - Project Update (Thayer Consulting)	July 14, 2005
Technology Services Organizational Chart	FY 2006
Technology Services Summary of Rates (Wireless, Information Services, Voice Communications, Mail/Messenger Services, Employee Parking, Pagers, Cell Phones, Wireless PDAs)	FY 2006
Technology Vision for Long Beach (Presented to Charter Communications)	October 18, 2004
TSD Customer Scan (Franklin Hill Group)	June 14, 2002
TSD Department Budget - FY2006	FY2006
TSD Overview - Management Assistant Program Orientation	July 11, 2005
TSD Staffing & Organization Summary Spreadsheet (FTE & Special)	FY 2005

DOCUMENT NAME	DOCUMENT DATE(S)
TSD: Technology Services Base Level - Service Summary: Information Services	FY 2006
TSD: Technology Services Base Level - Service Summary: Mail/Messenger Services	FY 2006
TSD: Technology Services Base Level - Service Summary: Pagers	FY 2006
TSD: Technology Services Base Level - Service Summary: Voice Communications	FY 2006
TSD: Technology Services Base Level - Service Summary: Wireless	FY 2006

APPENDIX B

INTERVIEWEES

NAME	DEPARTMENT	TITLE
Annette Hough	Fire	Bureau Manager - Administration
Becky Burleson	Office of the City Clerk	Bureau Manager - Elections Bureau
Bonnie Lowenthal	City Council - First District	Councilmember
Bruce Allen	Technology Services Department	Bureau Mgr. - Business Information Services
Christine F. Shippey	Office of the City Manager	Assistant City Manager
Christopher J. Garner	Long Beach Gas and Oil	Director
Clare Thain	United Way - California Capital Region	President and CEO
Craig Beck	Community Development	Administrative & Financial Services Bureau Mgr.
Curtis Tani	Technology Services Department	Director
Daniel R. Howard	Long Beach Gas and Oil	Manager
David Honey	Health & Human Services	Financial Services Officer/Administrative Officer
Del Davis	Public Works - Administration, Planning & Facilities Bureau	Bureau Manager
Eleanore Schmidt	Public Library	Director of Library Services
Geoffrey Hall	Parks, Recreation & Marine	Special Projects Officer
Georgia Pon	Fire	Administrative Officer
Gerald R. Miller	Office of the City Manager	City Manager
Ginger Shugart	Long Beach Gas and Oil	Administrative Analyst
Glenda Williams	Public Library - Automated Services Bureau	Acting Manager
Heather Mahood	City Attorney	Assistant City Attorney
Janet Day	Parks, Recreation & Marine - Business & Operations	Bureau Manager
Ken Campbell	Human Resources	Personnel Analyst
Kris Klein	Police - Information Technology Division	Sergeant
Larry Herrera	Office of the City Clerk	City Clerk
Laurel Prysiazny	Public Library - Main Library Services Bureau	Manager
Lloyd Cox	Police - Information Technology Division	Sergeant
Mark Christoffels	Public Works	City Engineer
Mark Sutton	Planning and Building	Building Inspection Officer
Merianne Nakagawa	Office of the City Clerk	Bureau Manager - Legislative Bureau
Michael Johnson	Health & Human Services	Bureau Manager - Support Services Bureau
Mike J. Zukoski	Energy - Engineering & Construction Bureau	Senior Civil Engineer
Monique De La Garza	Office of the City Clerk	Assistant Administrative Analyst
Patty Heintzelman	Technology Services Department	Bureau Manager - Operations

NAME	DEPARTMENT	TITLE
		Support
Phil T. Hester	Parks, Recreation & Marine	Director
Ray R. Pok	City Council - Seventh District	Chief of Staff
Reginald I. Harrison	Office of the City Manager	Deputy City Manager
Robert Shaw	Public Works	Assistant to the Director
Sandy Taylor	Technology Services Department	Bureau Manager. - Infrastructure Services
Scott Giles	Fire	Deputy Chief – Fire Prevention
Stephanie Kemp	Human Resources	Personnel Analyst
Steve Ditmars	Police	Lieutenant
Suzanne M. Frick	Planning and Building	Director
Suzanne R. Mason	Office of the City Manager	Deputy City Manager
Thomas Reeves	Office of the City Prosecutor	City Prosecutor
Tom Shippey	Parks, Recreation & Marine	Bureau Manager - Maintenance Operations Bureau
Toni Krino	Technology Services Department	Bureau Manager - Customer Services
Tyler Pike	City Attorney	Office Manager/Legal Administrator

APPENDIX C

INFORMATION TECHNOLOGY OPTIMIZATION STUDY DEVELOPMENT TEAM

NAME	TITLE
Chris Shippey	Assistant City Manager (Chairperson)
Curtis Tani	Director of Technology Services (Project Manager)
JC Squires	Assistant City Auditor
Mike Killebrew	Director of Financial Management/CFO
Scott Giles	Deputy Fire Chief
Tim Jackman Alternate: Steve Ditmars	Deputy Police Chief Lieutenant
Kevin Boylan Alternate: Ken Campbell	Director of Human Resources Personnel Analyst
Ron Arias Alternate: David Honey	Director of Health and Human Services Financial Services Officer
Eleanore Schmidt	Director of Library Services

APPENDIX D

FOCUS GROUPS

Participants

The following City personnel participated in these focus groups.

FOCUS GROUP	PARTICIPANT	DEPARTMENT	EMAIL ADDRESS
Applications	Bruce Allen	TSD	Brallen@longbeach.gov
	Gloria Williams	LS	Gwilliams@lbpd.org
	Jerry Wada	TSD	Jewada@longbeach.gov
	Lae Lahera	Fire	LaLahera@longbeach.gov
	Laura Landry	Health	Laura-landry@longbeach.gov
	Mary Eme (for Michael Alio)	HR	Mary-eme@longbeach.gov
	Mike Manning	TSD	Mike_manning@longbeach.gov
	Stephanie Kemp	HR	Stephanie_kemp@longbeach.gov
	Steve Ditmars	PD	Steve_Ditmars@longbeach.gov
	Tony Neal	FM	Tony_neal@longbeach.gov
	Vivian Ozuno	FM	Vivian_ozuno@longbeach.gov
GIS	Albert Lin	Water	Albert_lin@longbeach.gov
	Alem Hagos	CD	Alem_Hagos@longbeach.gov
	Bruce Allen	TSD	Brallen@longbeach.gov
	Corinne Swart	Police	Coswart@longbeach.gov
	Jamilla Vollmann	Redevelopment	Jamilla_Vollmann@longbeach.gov
	Janet Mullen	TSD	Janet_Mullen@longbeach.gov
	Larry Rich	Planning	Larich@longbeach.gov
	Mark Sorensen	Library	Msorensen@lbpd.gov
	Moor Joo Won	Econo Dev.	Mowon@longbeach.org
	Nelson Kerr	Health	Nelson_Kerr@longbeach.gov
	Tina Dickinson	TSD	Tina_dickinson@longbeach.gov
	Tom Hope	Parks, Rec & Marine	Tom_hope@longbeach.gov
	Vince Rodriguez	Public Works	Virodri@longbeach.gov
Operations Support	Anatole Falagan	Water	Anfalag@longbeach.gov
	David Huney	Health & Human	David_huney@longbeach.gov
	Elizabeth Ingraham	Water	Elingra@longbeach.gov
	Glenda Williams	Library Service	Gwilliams@lbpd.org
	Jim Warszawski	Comm Develop	James_warszawski@longbeach.gov
	Laz Lahera	Fire	LLahera@longbeach.gov
	Malcolm Oscarson	Public Works	Malcolm_oscarson@longbeach.gov
	Robert Shaw	Public Works	Robert_shaw@longbeach.gov

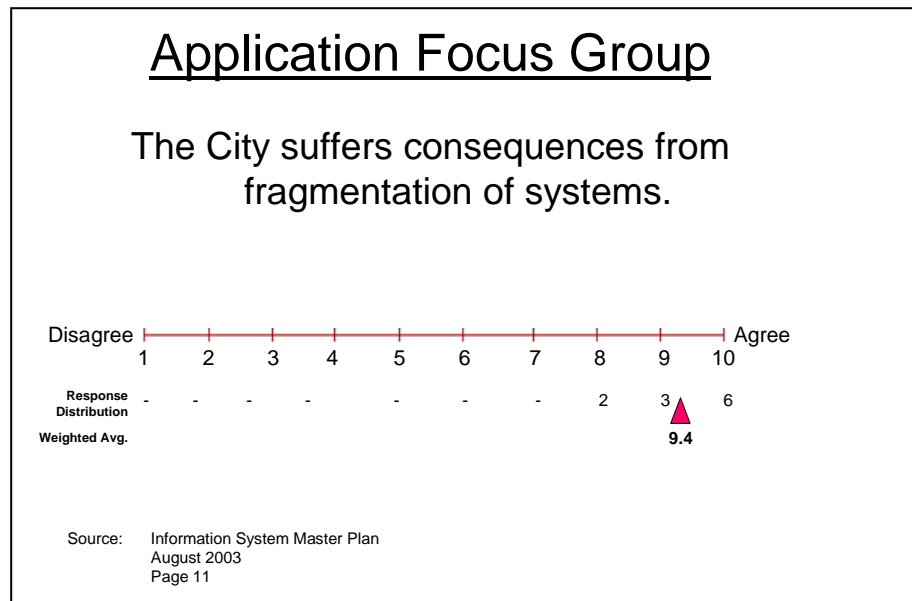
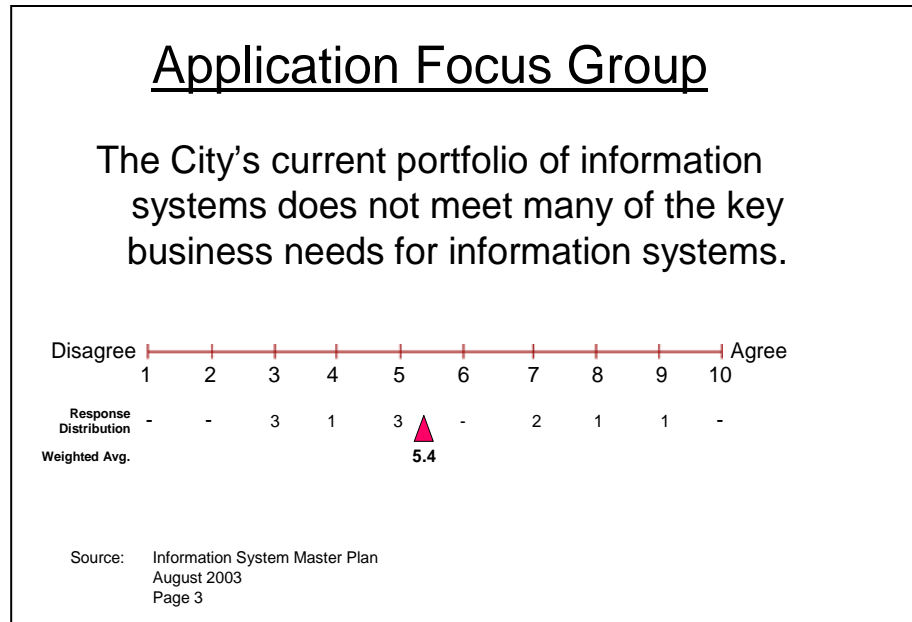
FOCUS GROUP	PARTICIPANT	DEPARTMENT	EMAIL ADDRESS
Operations Support (continued)	Sanford W. Taylor	TSD	Sataylor@longbeach.gov
	Toni Krino	TSD	Tikrino@longbeach.gov
Wireless	Alan Patalano	Fire-Support Svcs	Alan_patalano@longbeach.gov
	Casey Chel	Fire Disaster Mgmt	Casey_Chel@longbeach.gov
	John Benedetti	Police-Homeland Sec	John_benedetti@longbeach.gov
	John Black	Tech Services	John_black@longbeach.org
	John Landstrom	Fire-Support Svcs	John_landstrom@longbeach.gov
	Mark Sutton	Planning & Bldg.	Mark_sutton@longbeach.gov
	Mike Mawn	Police Comm	Mike_mawn@longbeach.gov
	Rick Sanders	Gas & Oil Dept.	Rickie_sanders@longbeach.gov
	Sandy Taylor	TSD	Sataylor@longbeach.gov
Infrastructure	Amy Tidus	Public Works	AmTidus@longbeach.gov
	Bruce Allen	TSD	Brallen@longbeach.gov
	Carina Lister	Prosecutor & Atty	Carina_lister@longbeach.gov
	Edgar Castro	TS/Telecomm.	Edcastr@longbeach.gov
	Glenda Williams	Library Service	Gwilliams@lbpd.org
	Jerry Wada	TSD	Jewada@longbeach.gov
	John Duplissis	TSD	Jodupli@longbeach.gov
	Kathy Parsons	City Manager	Kathy_Parsons@longbeach.gov
	Ken Campbell	HR	Kecampb@longbeach.gov
	Laura Landry	Health Dept.	Laura-Landry@longbeach.gov
	Mike Mawn	LBPD-Comm.	Mike_Mawn@longbeach.gov
	Philip Dimopolis	TSD	Philip_Dimopolis@longbeach.gov
	Rosie Bouqon	Financial Mgmt	Rosie_Bouqon@longbeach.gov
	Sandy Taylor	TSD	Sataylor@longbeach.gov
Help Desk	Beverly Nieves	Civil Services	Beverly_nieves@longbeach.gov
	Carina Lister	Atty & Prosecutor	Carina_lister@longbeach.gov
	Greg Sorensen	FM	Gregory_sorensen@longbeach.gov
	James Allen	TSD	James_allen@longbeach.gov
	Laura Landry	Health	Laura_landry@longbeach.gov
	Laz Lahera	Fire	Lalaher@longbeach.gov
	Mark Christoffels	Public Works	Mark_christoffels@longbeach.gov
	Mark Sorensen	Library	msorensen@lbpd.org
	Mike McNerney	TSD	Mike_mcnerney@longbeach.gov
	Stacie Jerden	TSD	Stacie_jerden@longbeach.gov
	Stephen Scott	City Manager	Stephen_scott@longbeach.gov
	Toni Krino	Tech Svcs	Tokrino@longbeach.gov
Data Center	Carina Lister	Atty/Prosecutor	Carina_Lister@longbeach.gov
	Howard Ross	TSD	Hoross@longbeach.gov
	Jeff Buyer	TSD	JEbuyer@longbeach.gov
	Ken Hovinetz	TSD	Kehovin@longbeach.gov
	Laura Drummond-Geisel	TSD	Ladrumm@longbeach.gov

FOCUS GROUP	PARTICIPANT	DEPARTMENT	EMAIL ADDRESS
Data Center (continued)	Laura Landry	Health	Laura_landry@longbeach.gov
	Lorraine West	TSD	Lowest@longbeach.gov
	Sandy Taylor	TSD	Sataylor@longbeach.gov
	Steve Suttles	TSD	Stsuttl@longbeach.gov
	Tina Dickinson	TSD	Tina_dickinson@longbeach.gov
	Tony Mike Manning	TSD	Mike_manning@longbeach.gov
Acquisition Support	Annette Hough	Fire	Annette_hough@longbeach.gov
	Bruce Allen	TSD	Brallen@longbeach.gov
	Diane Sorensen	TSD	Diane_sorensen@longbeach.gov
	Jim Warzawski	Comm Develop.	James_warzawski@longbeach.gov
	John Zanier	FM	John_zanier@longbeach.gov
	Laura Landry	Health & Human Svcs	Laura_landry@longbeach.gov
	Laurel Pryszazny	Library	Lpryszazny@lbpd.org
	Patty Heintzelman	TSD	Patty_heintzelman@longbeach.gov
	Stephen Scott	City Manager	Stephen_scott@longbeach.gov
	Toni Kino	TSD	Tokino@longbeach.gov
	Tyler Pike	City Attorney	Tyler_pike@longbeach.gov
ITAC	Bruce Allen	TSD	Brallen@longbeach.gov
	Elizabeth Haynes	FM	Elizabeth_haynes@longbeach.gov
	Geoffrey Hall	PRM	Geoffrey_hall@longbeach.gov
	Ken Bott	FM	Kebott@longbeach.gov
	Laura Landry	Health	Laura-landry@longbeach.gov
	Laurel Pryszazny	Library	Lpryszazny@lbpd.org
	Laz Lahera	Fire	LLahera @longbeach.org
	Mark Christoffel	PW	Mark_christoffels @longbeach.gov
	Patty Heintzelman	TSD	Patty_heintzelman@longbeach.gov
	Sanford Taylor	TSD	Staylor@longbeach.gov
	Steve Ditmars	PD	Stditmar@longbeach.gov
	Theressa Graham	CM	Theressa_graham@longbeach.gov
	Toni Krino	TSD	Tkrion@longbeach.gov

Detailed Results from “Where we are today” – Validation Exercise

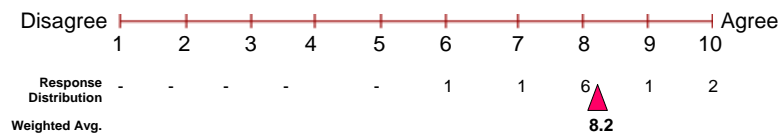
As indicated in the report, this activity helped the BB&R Project Team and focus group participants get a sense of “where we are today” using direct statements from source documents and interviews. The results below identify the distribution and average response for each validation statement used in a focus group.

APPLICATIONS FOCUS GROUP



Application Focus Group

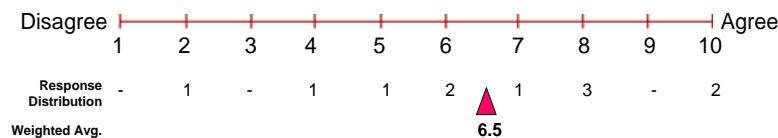
Information is sometimes inconsistent from one system to another and difficult to reconcile.



Source: Information System Master Plan
August 2003
Page 11

Application Focus Group

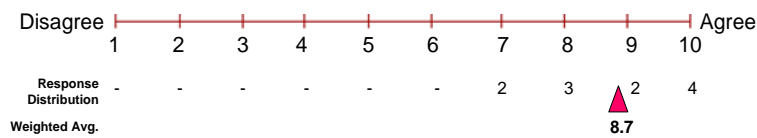
It is often difficult to combine data from various independent systems into a comprehensive, insightful picture needed for sophisticated analysis and decision-making.



Source: Information System Master Plan
August 2003
Page 11

Application Focus Group

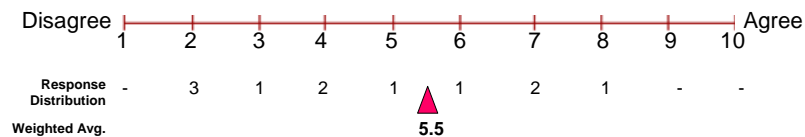
Sensitive data is difficult to secure when it is copied from system to system.



Source: Information System Master Plan
August 2003
Page 11

Application Focus Group

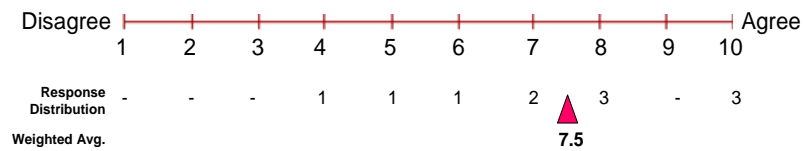
The number of trouble tickets related to departmental/functions specific applications is expected to increase because most applications are older technologies and require modifications to enable interface with new technologies.



Source: FY 06 Proposed Budget
Page 512

Application Focus Group

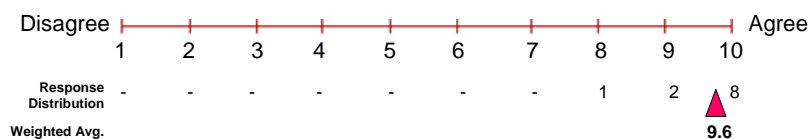
Most systems are difficult to adapt to changes in business requirements and new business needs.



Source: Information System Master Plan
August 2003
Page 13

Application Focus Group

Technical documentation is poor for the City's customized systems. The City relies on programmers' personal knowledge and notes for maintenance.

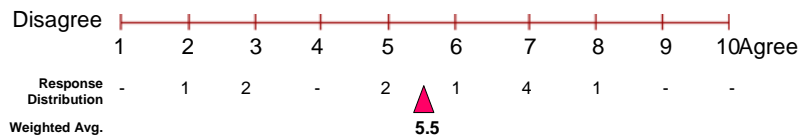


Source: Information System Master Plan
August 2003
Page 13

Application Focus Group TSD Mission Statement

If the following is the mission statement of TSD, is it an accurate reflection of current services?

“To deliver and manage innovative, cost effective solutions and a wide range of services to facilitate and enhance our customers’ ability to provide the highest level of services to the people, businesses and organizations of Long Beach”

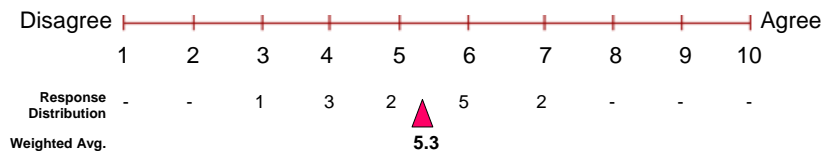


Source: FY 06 Proposed Budget
Page 501

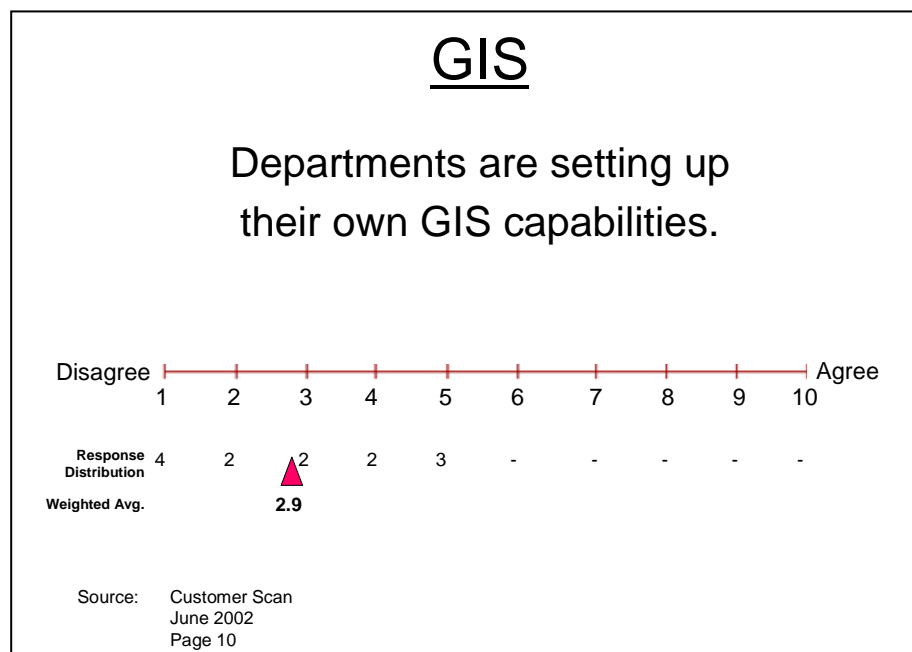
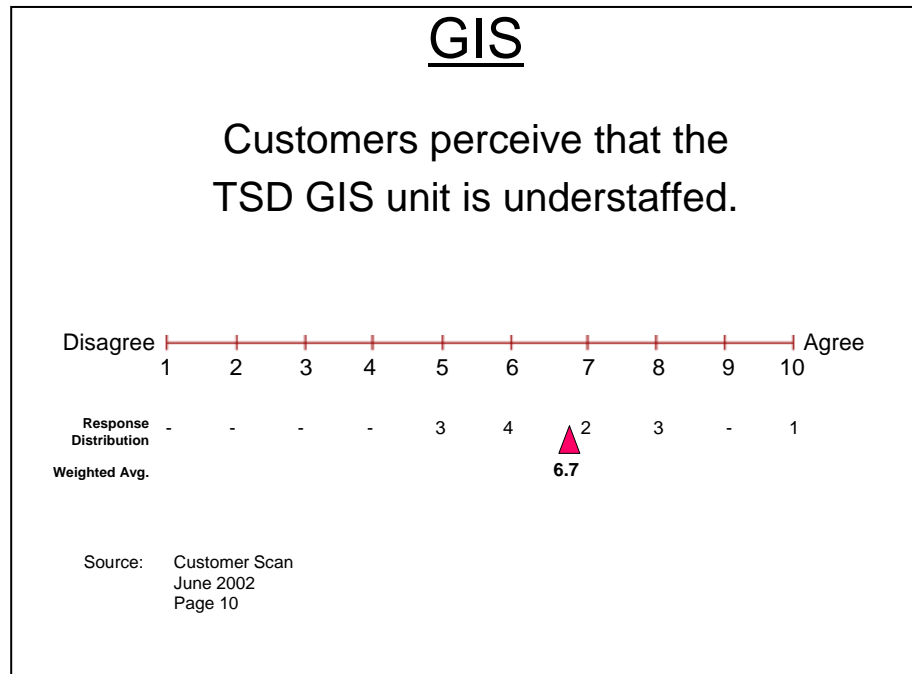
GIS FOCUS GROUP

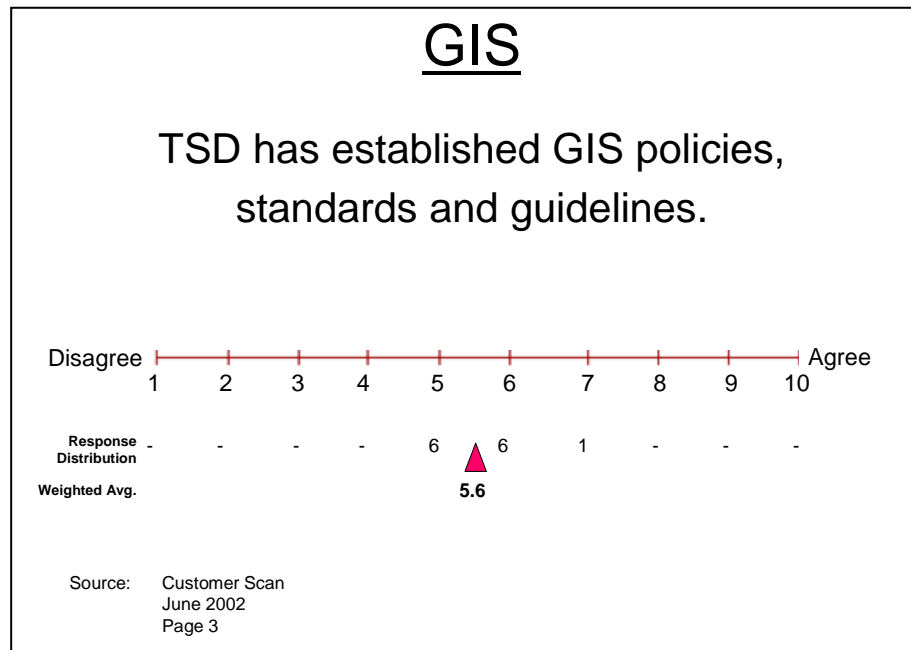
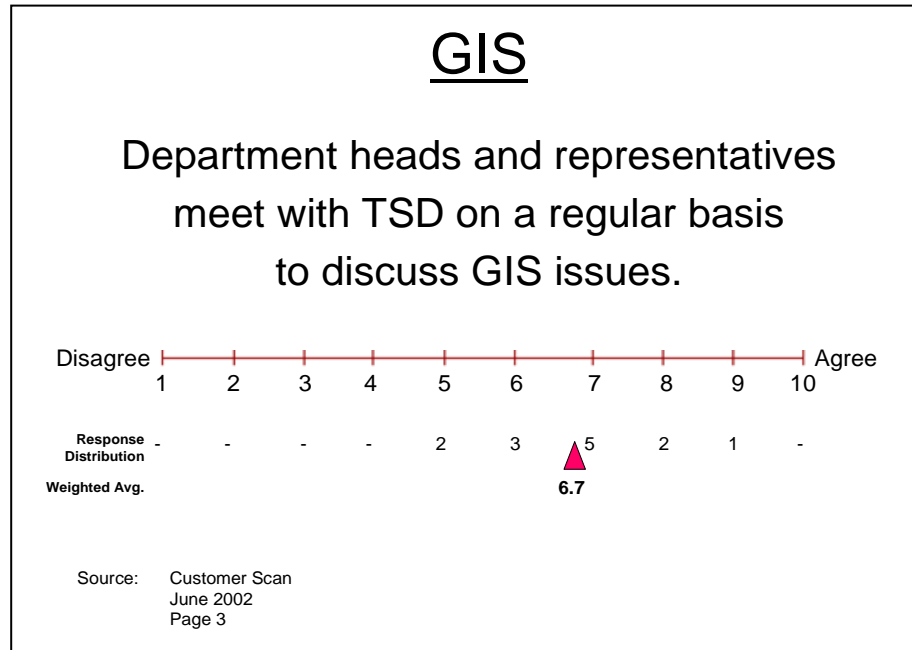
GIS

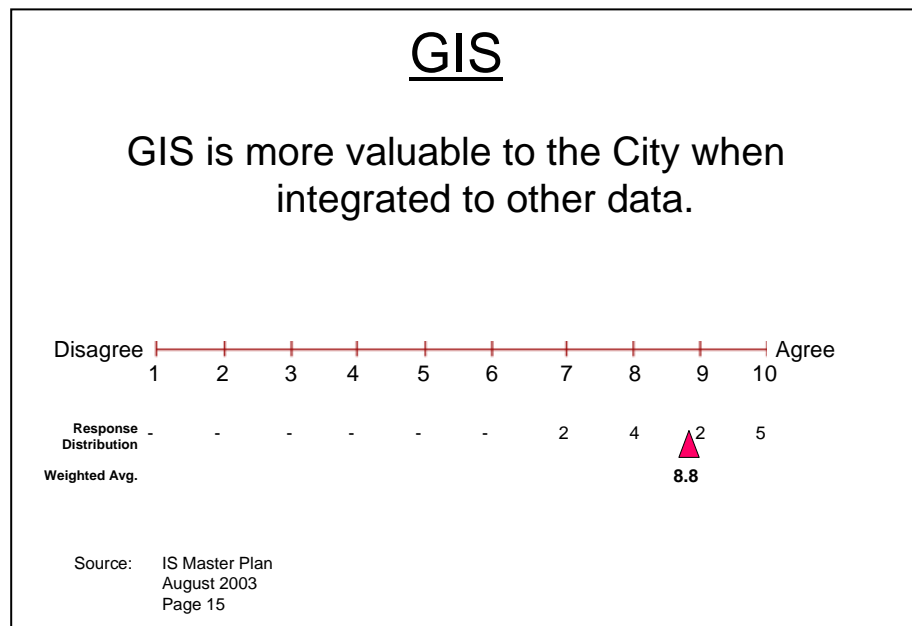
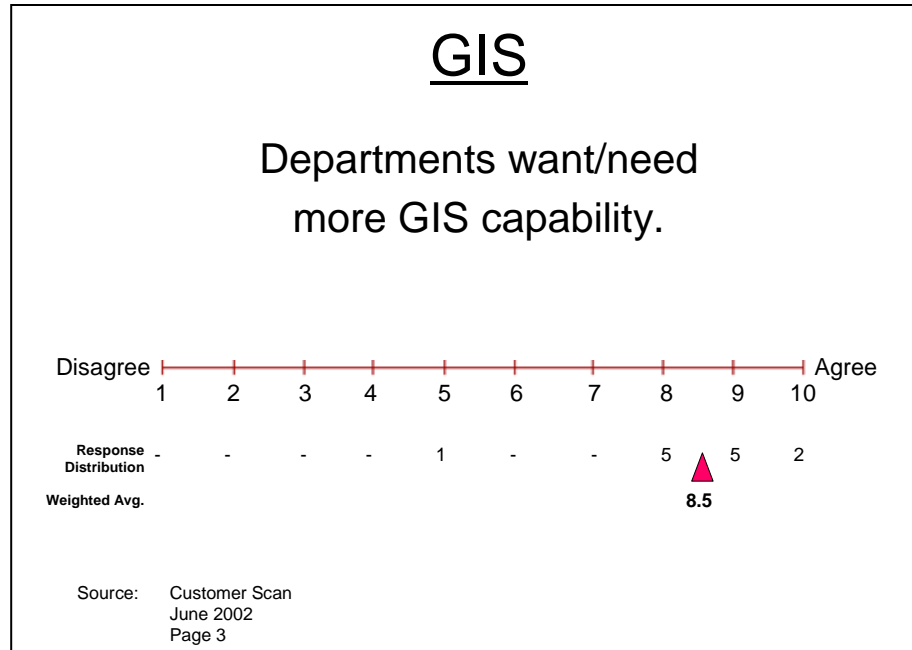
Much data is not thoroughly updated. Various systems store street address information, but this data is not systematically validated against a master street address database.



Source: IS Master Plan
August 2003
Page 13

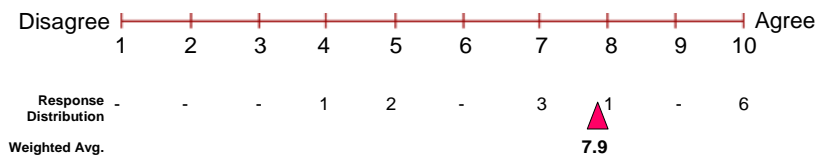






GIS

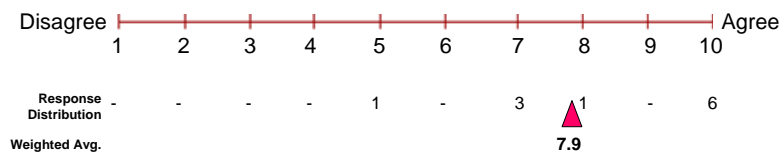
GIS should focus on spanning multiple departments rather than on single department solutions.



Source: IS Master Plan
August 2003
Page 10

GIS

The City of Long Beach has a comprehensive, well-developed Geographic Information System.

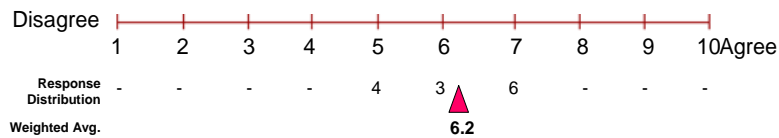


Source: IS Master Plan
August 2003
Page 15

GIS Focus Group TSD Mission Statement

If the following is the mission statement of TSD, is it an accurate reflection of current services?

“To deliver and manage innovative, cost effective solutions and a wide range of services to facilitate and enhance our customers’ ability to provide the highest level of services to the people, businesses and organizations of Long Beach”

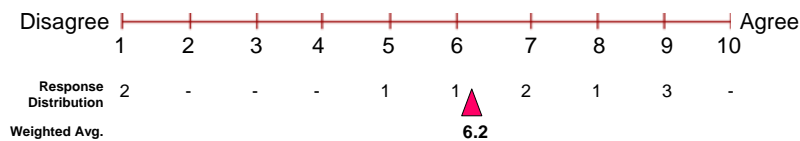


Source: FY 06 Proposed Budget
Page 501

IT OPERATIONS SUPPORT FOCUS GROUP

IT Operations Support

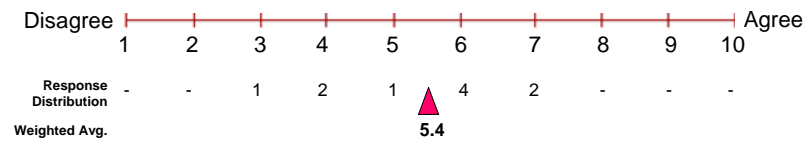
My department would like the option to choose between TSD provided services and outside vendors.



Source: Interviews
2005

IT Operations Support

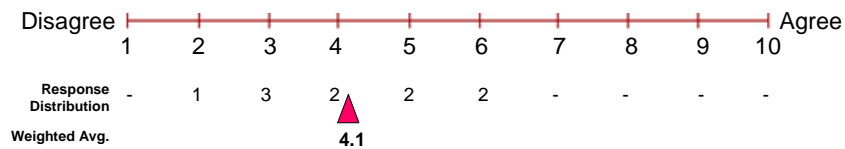
Reprographics services are more cost effective from TSD than outside vendors.



Source: Interviews
2005

IT Operations Support

I understand the chargeback system and believe it is fair.

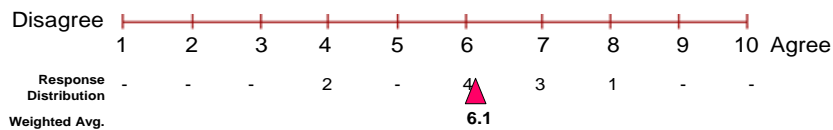


Source: Interviews
2005

TSD Mission Statement

If the following is the mission statement of TSD, is it an accurate reflection of current services?

“To deliver and manage innovative, cost effective solutions and a wide range of services to facilitate and enhance our customers’ ability to provide the highest level of services to the people, businesses and organizations of Long Beach”

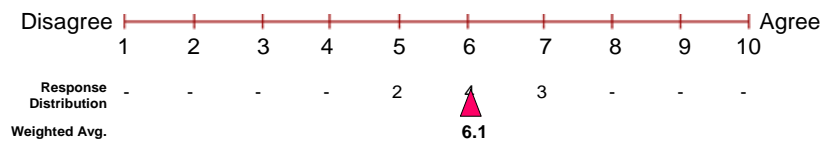


Source: FY 06 Proposed Budget
Page 501

WIRELESS FOCUS GROUP

Wireless

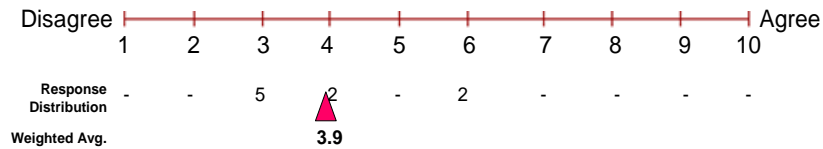
The cell phone approval process needs to be improved and TSD should take the lead.



Source: Customer Scan
June 2002
Page 9

Wireless

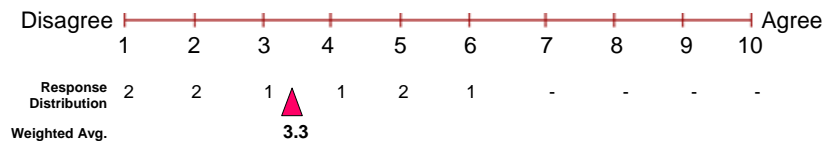
Customers want TSD to provide more guidelines on wireless devices.



Source: Customer Scan
June 2002
Page 9

Wireless

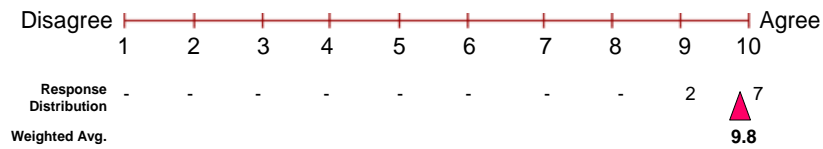
Emergency communications is an enterprise-wide issue, led by a separate group within the City and TSD supports this group.



Source: Customer Scan
June 2002
Page 3

Wireless

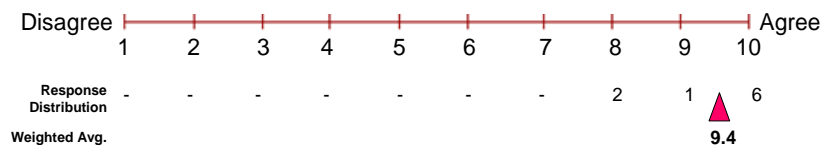
The City should expand wireless internet access in Long Beach



Source: FY 06 Proposed Budget
Page 504

Wireless

The number of end user devices is expected to increase in FY 2006 as equipment ages.

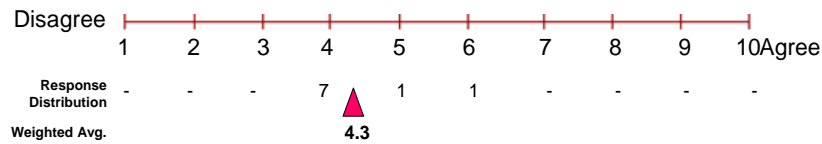


Source: FY 06 Proposed Budget
Page 515

Wireless Focus Group TSD Mission Statement

If the following is the mission statement of TSD, is it an accurate reflection of current services?

“To deliver and manage innovative, cost effective solutions and a wide range of services to facilitate and enhance our customers’ ability to provide the highest level of services to the people, businesses and organizations of Long Beach”

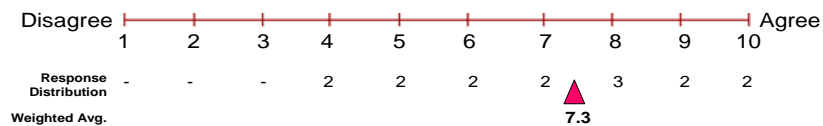


Source: FY 06 Proposed Budget
Page 501

INFRASTRUCTURE FOCUS GROUP

Infrastructure

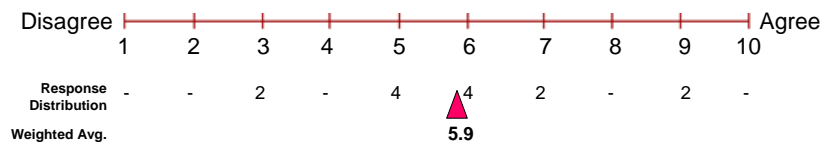
Connectivity to Lotus Notes is an issue for departments outside of City Hall.



Source: Customer Scan
June 2002
Page 8

Infrastructure

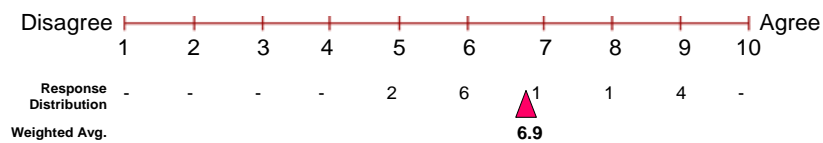
Customers want TSD to either provide more staff to support web site development or to assist them in hiring a consultant.



Source: Customer Scan
June 2002
Page 8

Infrastructure

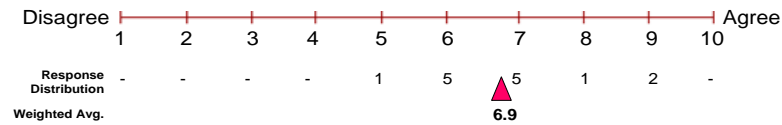
Network reliability is an issue.



Source: Customer Scan
June 2002
Page 8

Infrastructure

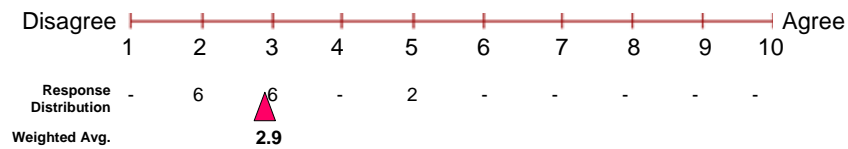
The Intranet is underutilized.



Source: Customer Scan
June 2002
Page 3

Infrastructure

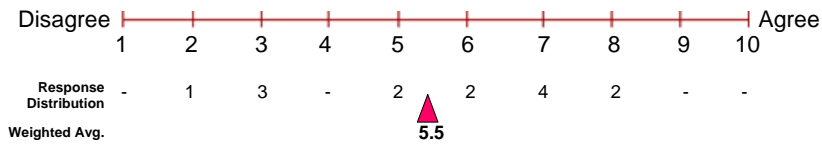
The process for remote checking of email is very cumbersome and clearer directions are needed.



Source: Customer Scan
June 2002
Page 8

Infrastructure

TSD provides adequate notice
when a department's server
will be down for maintenance or repair.

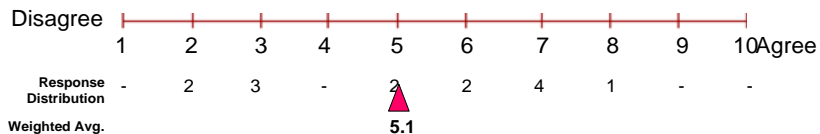


Source: Customer Scan
June 2002
Page 8

Infrastructure Focus Group TSD Mission Statement

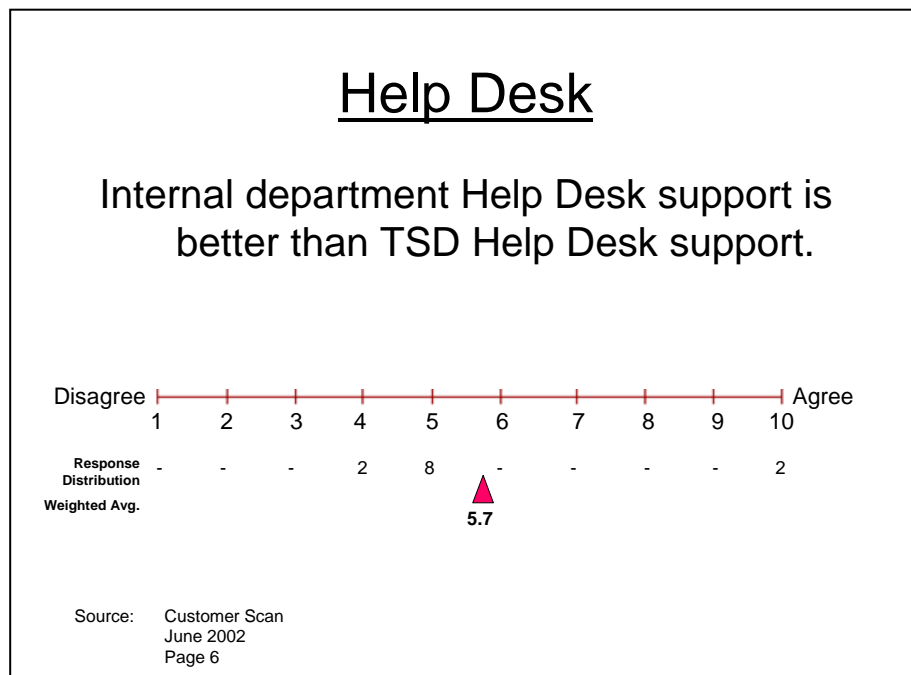
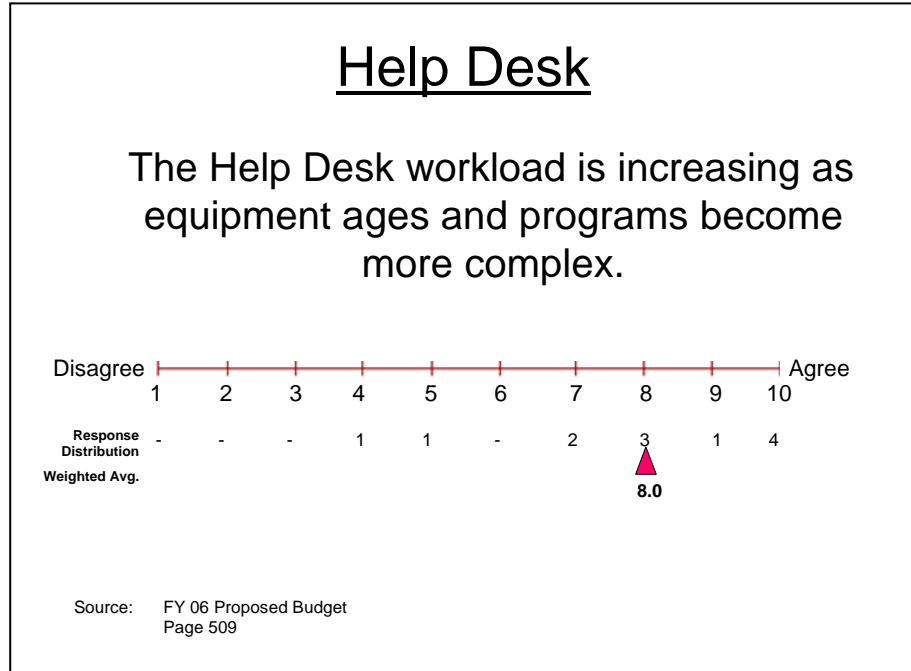
If the following is the mission statement of TSD, is it an
accurate reflection of current services?

“To deliver and manage innovative, cost effective
solutions and a wide range of services to facilitate
and enhance our customers' ability to provide the
highest level of services to the people, businesses
and organizations of Long Beach”



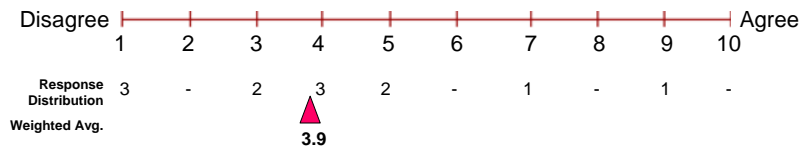
Source: FY 06 Proposed Budget
Page 501

HELP DESK FOCUS GROUP



Help Desk

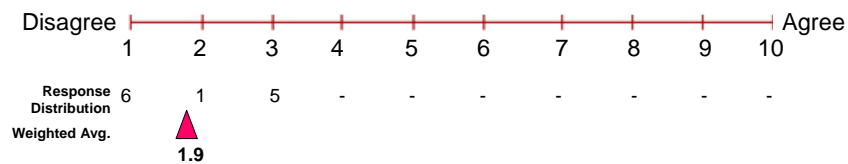
Help Desk customers are always
provided with trouble ticket numbers
for initial call and response (**Tier 1 Response**)



Source: Customer Scan
June 2002
Page 6

Help Desk

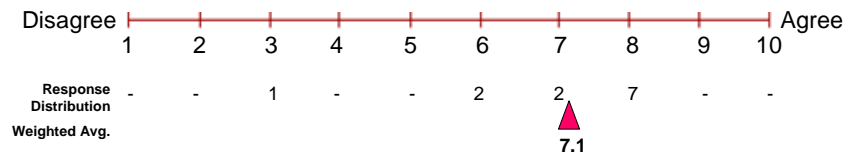
Help Desk customers are always provided
with trouble ticket numbers
for follow-up response via phone, additional TSD Bureau support
and/or on-site technical support (**Tier 2 Response**)



Source: Customer Scan
June 2002
Page 6

Help Desk

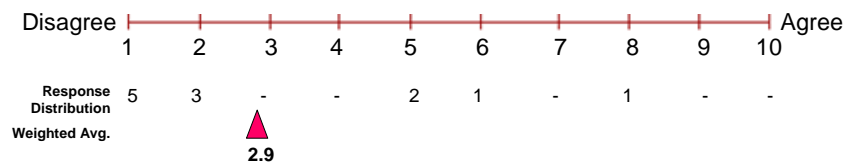
Help Desk support is timely and responsive
*for initial call and response (**Tier 1 Response**)*



Source: Customer Scan
June 2002
Page 6

Help Desk

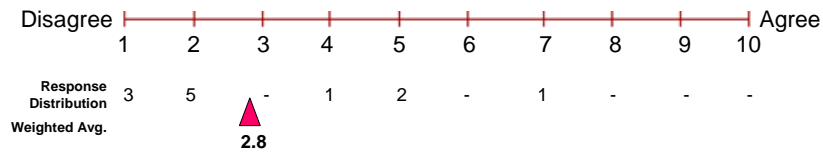
Help Desk support is timely and responsive
*for follow-up response via phone, additional TSD Bureau support
and/or on-site technical support (**Tier 2 Response**)*



Source: Customer Scan
June 2002
Page 6

Help Desk

Help Desk support is consistent day/evening/night and weekends.

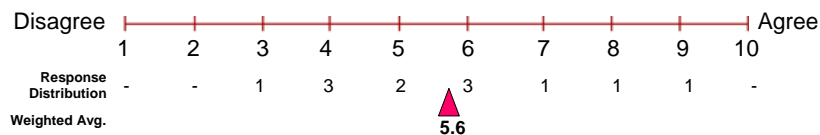


Source: Customer Scan
June 2002
Page 2

Help Desk Focus Group TSD Mission Statement

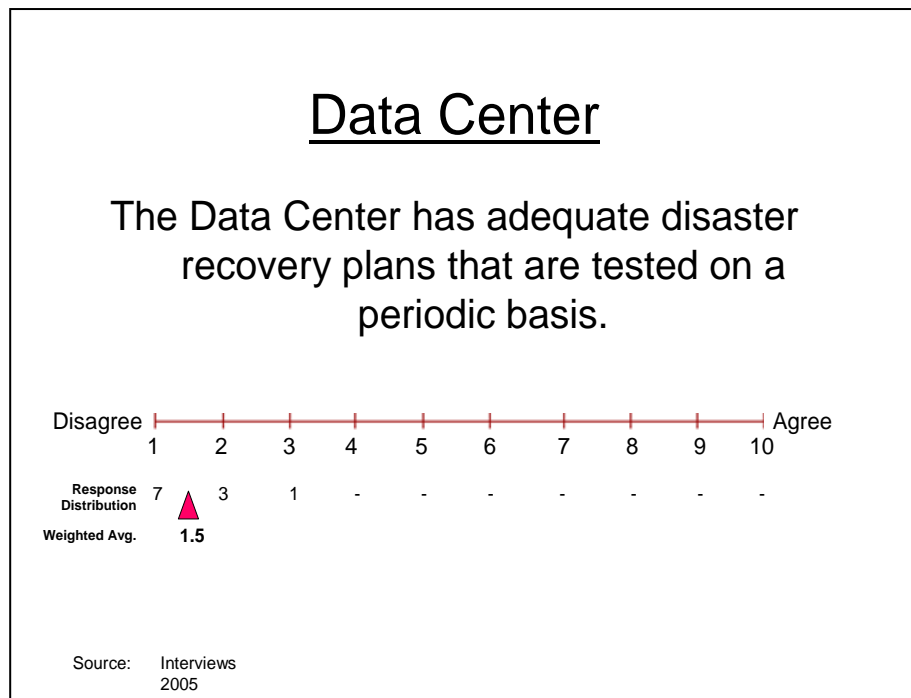
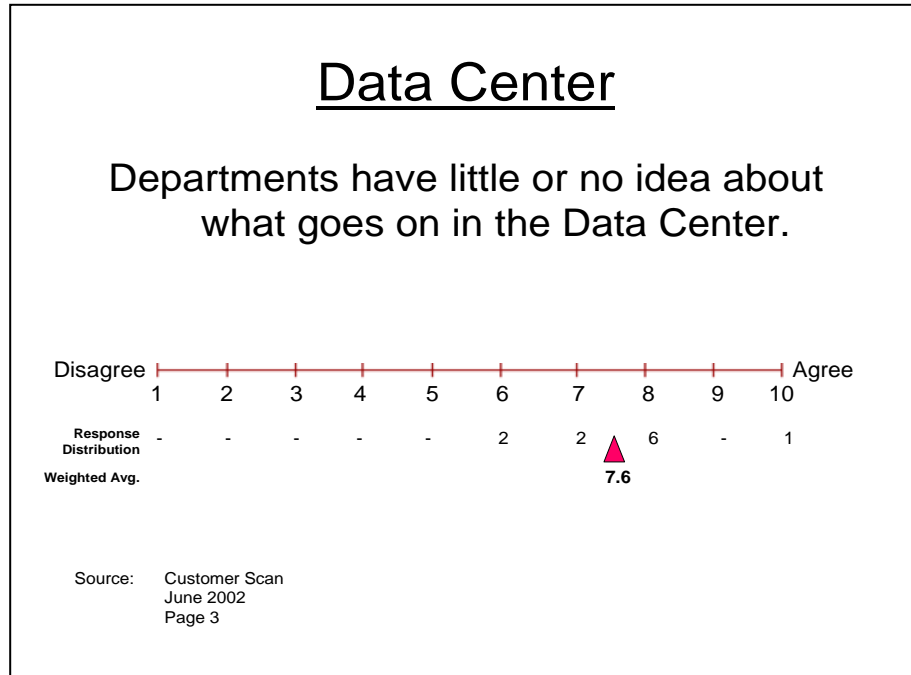
If the following is the mission statement of TSD, is it an accurate reflection of current services?

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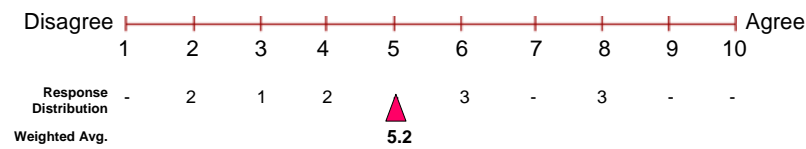
Source: FY 06 Proposed Budget
Page 501

DATA CENTER FOCUS GROUP



Data Center

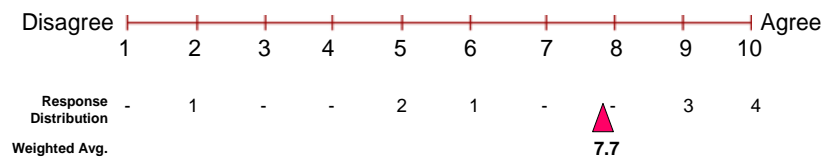
TSD is planning to provide a Recovery Center equipped with hardware outside the Central Data Center to run critical city applications should a disaster occur in the Data Center.



Source: FY 06 Proposed Budget
Page 504

Data Center

Equipment is replaced as it fails or is near failure.

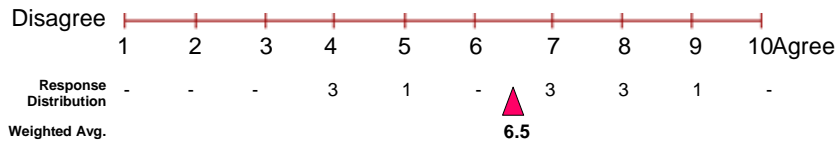


Source: FY 06 Budget
Page 516

Data Center Focus Group TSD Mission Statement

If the following is the mission statement of TSD, is it an accurate reflection of current services?

“To deliver and manage innovative, cost effective solutions and a wide range of services to facilitate and enhance our customers’ ability to provide the highest level of services to the people, businesses and organizations of Long Beach”

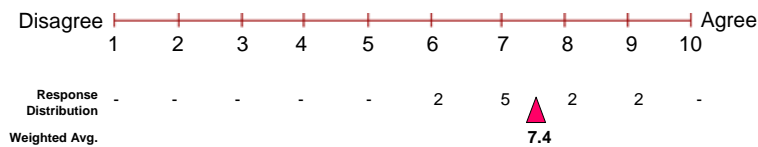


Source: FY 06 Proposed Budget
Page 501

ACQUISITION SUPPORT FOCUS GROUP

Acquisition Support

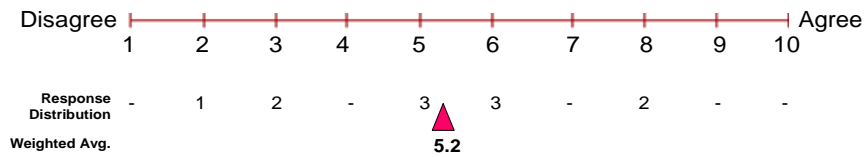
My department’s acquisition support needs will increase because our equipment is seriously aging.



Source: FY 06 Proposed Budget
Page 508

Acquisition Support

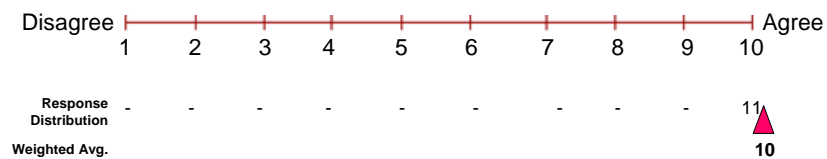
Newly acquired equipment is installed or configured on a timely basis by TSD.



Source: Customer Scan
June 2002
Page 4

Acquisition Support

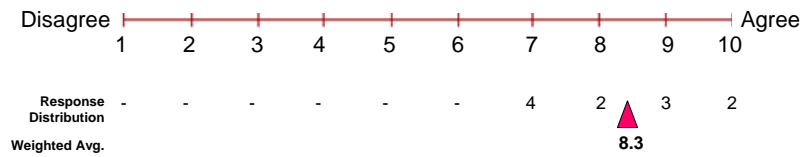
I would like to see a central contact person within TSD who checks on the status of an order.



Source: Customer Scan
June 2002
Page 7

Acquisition Support

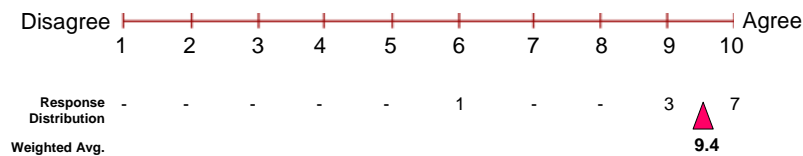
Users are frustrated with TSD lack of communication regarding the status of an order and with the length of time to receive ordered equipment.



Source: Customer Scan
June 2002
Page 7

Acquisition Support

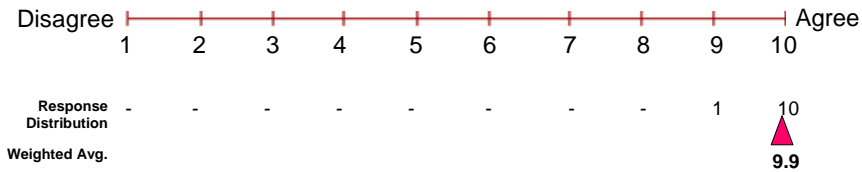
When customers buy new IT equipment, they expect TSD to maintain it.



Source: Customer Scan
June 2002
Page 16

Acquisition Support

When customers /departments buy new IT equipment, they expect TSD to maintain it – even if the equipment does not adhere to TSD published technical standards.

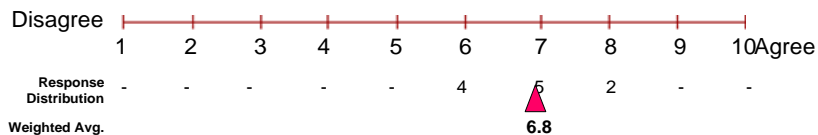


Source: Customer Scan
June 2002
Page 16

Acquisition Support Focus Group TSD Mission Statement

If the following is the mission statement of TSD, is it an accurate reflection of current services?

“To deliver and manage innovative, cost effective solutions and a wide range of services to facilitate and enhance our customers’ ability to provide the highest level of services to the people, businesses and organizations of Long Beach”

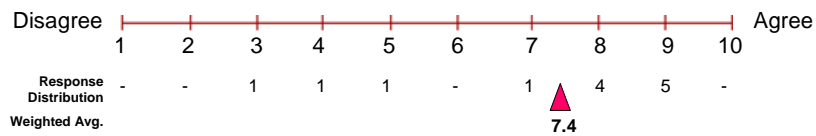


Source: FY 06 Proposed Budget
Page 501

ITAC FOCUS GROUP

ITAC Roles

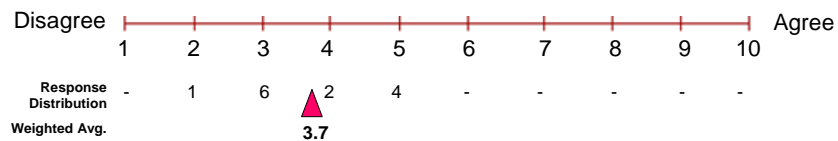
The role of the Committee is to consult with departments about new technology being proposed to ensure that all alternatives have been considered. ITAC is responsible for reviewing proposals of significant technology projects and recommending to the City Manager whether the project should move forward.



Source: ITAC Proposal Guidelines

ITAC Role - 2

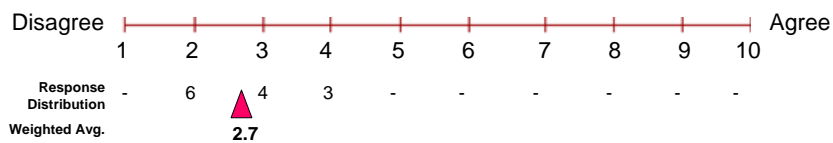
The Committee also monitors approved projects to ensure timely implementation.



Source: ITAC Proposal Guidelines

ITAC Role - 3

It is ITAC's role to oversee the development and implementation of an information systems master plan that will guide replacement of major applications over the next several years.



Source: ITAC Proposal Guidelines

ITAC Focus Group TSD Mission Statement

If the following is the mission statement of TSD, is it an accurate reflection of current services?

“To deliver and manage innovative, cost effective solutions and a wide range of services to facilitate and enhance our customers’ ability to provide the highest level of services to the people, businesses and organizations of Long Beach”



Source: FY 06 Proposed Budget
Page 501

APPENDIX E

DATA REQUEST

A Data Request was developed by the BBR Team in order to solicit information regarding operational, financial, organizational, and personnel data from each department related specifically to technology for the fiscal years 2003 through 2006.

Instruction Memo

The following is a copy of the memo from Christine Shippey, Assistant City Manager, to City Manager Department Heads requesting additional information as part of the Information Technology Optimization Study.



City of Long Beach
Working Together to Serve

Memorandum

Date: November 2, 2005
To: City Manager Department Heads
From: Christine Shippey, Assistant City Manager *CJS*
Subject: IT Optimization Study Data Request

As part of the Information Technology (IT) Optimization Study, our consultant Bartig, Basler, and Ray (BB&R) has requested financial and operational information from departments related to information technology services. The intent is to determine the total cost and operational standards for information technology in the City. It is anticipated that recommendations in the Study will be based on this documentation. Therefore, please provide as much information as possible.

The Technology Services Department (TSD) will provide information on all TSD MOU's and TSD staff assigned to your department. We are asking departments for all other IT information that is not covered through arrangements with TSD. BB&R has requested FY 2006 budgeted expenditures, as well as actual amounts for FY 2005, 2004 and 2003. An Excel form has been provided with this memorandum, via email, for you to use when responding to the Financial Questions. Responses to Operational Questions should be in narrative format.

Please return the information from this request to Chris Rich in the Technology Services Department by **Monday, November 28th**. If you have any questions, you may contact Chris Rich at x6044.

Your assistance is greatly appreciated in this effort!

Financial Questions:

1. What are your total annual costs for information technology that are not part of your Technology Services Department (TSD) MOU? Organize these costs using the following categories: Applications, Data Center, Wireless, GIS, Infrastructure (e-mail, web-site, network, voice), Help Desk and Support, and Acquisition Support (obtaining new PCs, printers, PDAs, etc.).
2. Reorganize this total cost by Personnel (010) and Supplies/Contracts (020).
 - a. Provide staffing numbers for IT-related staff in your department that is NOT part of TSD.
 - b. Provide information (cost, firm, etc.) on any outside contracts your department maintains for IT services, including but not limited to:
 - i. Contracted staff
 - ii. Business application support
 - iii. PC support

IT Optimization Study Data Request
November 2, 2005
Page 2

- iv. Website or Email support
 - v. Telephone support
 - vi. New User Set-up
 - vii. Network or Data support
3. List all IT and non-IT position classifications, headcounts, and FTEs for staff in your department who are performing IT related work.
 4. List any major IT projects (over \$250K) that your department has initiated over the last three years or plans to conduct in the near future?
 5. Does your department receive funds related to IT insourcing (performing services for organizations other than City of Long Beach departments)? If so, how much on an annual basis, and for what services?

Operational Questions:

1. Does your department have an IT Strategy or Master Plan that is separate from TSD's Information Systems Master Plan? If so, please provide.
2. Does staff in your department provide IT services for your department? If so,
 - a. Are security standards used (other than TSD)? If so, please provide documentation.
 - b. Are backups stored? Where? On or off-site?
 - c. Do you have a defined disaster recovery plan? Has it been tested?
 - d. Do you have an integration (interoperability) strategy? If so, please provide.
 - e. Do you have a separate help desk operation?
3. Does staff in your department provide IT services for other departments? If so,
 - a. Are security standards used (other than TSD)? If so, please provide documentation.
 - b. Are backups stored? Where? On or off-site?
 - c. Do you have a defined disaster recovery plan? Has it been tested?
 - d. Do you have an integration (interoperability) strategy? If so, please provide.
 - e. Do you have a separate help desk operation?
4. What is the process that your department follows for purchasing new IT hardware, software, or other products (PCs, servers, PDAs, applications, etc.)? Do all purchases go through TSD? Are there any purchases that your department would make without going through TSD? If so, please provide the criteria.

IT Optimization Study Data Request
November 2, 2005
Page 3

5. Does your department provide or contract for the provision of IT training or instructional courses? If so, what are the courses, what are the general schedules, and who are the trainees?

cc: Gerald R. Miller, City Manager
Reggie Harrison, Deputy City Manager
Suzanne Mason, Deputy City Manager
Curtis Tani, Director of Technology Services
Stephen P. Scott, Acting Contracts Officer
City Manager Department Administrative Officers

Attachment
CS:CR:pc
C:\mydocs\IT OptimizationStudyDataRequest_11-2-05.docx

Template

The following MS Excel template, developed by the City, was used to collect additional data for FY 2006 budget and fiscal years 2003 through 2005. The City distributed and collected the Data Request information from the following seventeen areas:

- Public Works – Airport
- Public Works – Engineering
- Public Works – Fleet Services
- TSD
- Office of the City Manager
- Parks & Recreation
- City Attorney
- Police
- Fire
- City Clerk
- Planning & Building
- Community Development
- Finance
- Oil & Gas
- Library Services
- Human Resources & Risk Management
- Health & Human Services

Due to self-reporting and different departmental interpretations there was not an overall consistency to the data.

A sample of the template format is presented below.

Instructions for Completing this IT Optimization Study Financial Questions Form:

Please begin by entering the name of your department and the appropriate contact person, or the person who completed this form, in the boxes below. Continue by entering the requested information for each of the tabs (Fiscal Years) in this notebook. Use

Department

Contact Person

Name

Phone Number

FY 2006 (Budget)**Question #1**

What are your department's total costs for IT that are not part of the TSD MOU? Organize costs by:

Category	Cost
Applications	
Data Center	
Wireless	
GIS	
Infrastructure	
Help Desk/Support	
Acquisition Support	
Total	

Question #2

From the above Total Cost (box F15), break out Cost and FTE figures by:

Category	FTE	Cost
Personal (010)		
Nonpersonal (020)		
Total		

For the total Nonpersonal Costs (box F 24), break out Cost by:

Category	Cost	Company
Contract Staff		
Business Applications Support		
PC Support		
Website Support		
Email Support		
Telephone Support		
New User/Employee Set-up		
Network and Data Support		
Other		
Other		
Total		

Question #3

For the FTEs identified above (box E 25), list the IT and non-IT position classifications, and headcount

	Classifications	Headcount	FTE
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Question #4

List any major IT projects (over \$250K) that have been budgeted or planned for FY 2006

	Project	Total Cost	Est. Annual Expenditure
1			
2			
3			
4			
5			
	Total		

Question #5

List any revenue your department collects from IT insourcing

	Client	Services	Revenue
1			
2			
3			
4			
5			
	Total		

While this example indicates the information reported is for the FY2006 Budget, the same format was used for reporting fiscal years 2003 through 2005.